

**FINANCE/ADMINISTRATION/PURCHASE**

**LOSA TEACHER'S ARRIVAL INTERVIEW WITH DEMO-E**

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**PURPOSE**

Permit a teacher to provide hands-on input into relocation to Europe. The interview and questions are designed to look at what we do best, what we can improve to ensure as little disruption as possible with relocation to/from Europe.

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**WITH THE MOVING COMPANY**

You can rank them on a scale of 1 to 5 with 1 being poor and 5 being excellent. You can add comments

<b>Pre move services</b> ✓ <input type="checkbox"/> Professionalism of moving consultants ✓ <input type="checkbox"/> Skill of moving consultant ✓ <input type="checkbox"/> Explanation of Moving Services ✓ <input type="checkbox"/> Speedy response to any inquires you had	
<b>Packing Services</b> ✓ <input type="checkbox"/> On time arrival ✓ <input type="checkbox"/> Appearance ✓ <input type="checkbox"/> Care Taken ✓ <input type="checkbox"/> Attitude/helpfulness	
<b>Loading Service</b> ✓ <input type="checkbox"/> On-time arrival ✓ <input type="checkbox"/> Appearance ✓ <input type="checkbox"/> Care taken ✓ <input type="checkbox"/> Attitude/helpfulness	
<b>Destination Services</b> ✓ <input type="checkbox"/> On-time arrival ✓ <input type="checkbox"/> Appearance ✓ <input type="checkbox"/> Care taken ✓ <input type="checkbox"/> Attitude/helpfulness ✓ <input type="checkbox"/> Unpacking complete to your requirements	

**IN ADVANCE OF YOUR MOVE**

<b>Promptness of service</b> ✓ <input type="checkbox"/> Friendliness of staff ✓ <input type="checkbox"/> Knowledge of staff ✓ <input type="checkbox"/> Handling of telephone inquiries ✓ <input type="checkbox"/> Handling of emails	
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**OSAP 600.09.1 ANNEX A - APPENDIX 1 - STAFF ASSISTANCE VISIT**

<p><b>How much did you use the Internet to find out information on your assignment?</b></p>	
<p><b>Tell us your satisfaction with the following areas of assistance with your house-hunting trip.</b></p> <ul style="list-style-type: none"> <li>✓ <input type="checkbox"/> Administrative instructions provided by Ottawa</li> <li>✓ <input type="checkbox"/> Transportation arrangement by Ottawa</li> <li>✓ <input type="checkbox"/> Housing you secured in Europe</li> <li>✓ <input type="checkbox"/> Administrative instructions and claims completed by overseas staff.</li> <li>✓ <input type="checkbox"/> Assistance with housing</li> <li>✓ <input type="checkbox"/> Sponsor assistance</li> </ul>	
<p><b>Tell us your satisfaction with the following areas of assistance</b></p> <ul style="list-style-type: none"> <li>✓ <input type="checkbox"/> Administrative instructions provided by Ottawa</li> <li>✓ <input type="checkbox"/> Transportation arrangement by Ottawa</li> <li>✓ <input type="checkbox"/> Administrative instructions and claims completed by Overseas staff</li> </ul>	
<p><b>Tell us your satisfaction with information received about your assignment</b></p> <ul style="list-style-type: none"> <li>✓ <input type="checkbox"/> Specifies on the Educational Program</li> <li>✓ <input type="checkbox"/> Specifies on your teaching duties</li> <li>✓ <input type="checkbox"/> Did you have a hand-over with out-going teachers?</li> <li>✓ <input type="checkbox"/> Clear expectations of curriculum to be taught</li> <li>✓ <input type="checkbox"/> Information on availability of school supplies</li> <li>✓ <input type="checkbox"/> Information on avenues of communication in the case of professional or personal concerns.</li> </ul>	
<p><b>Any comment on the selection process?</b></p>	
<p><b>Tell us your satisfaction with the following areas of assistance upon your arrival</b></p> <ul style="list-style-type: none"> <li>✓ <input type="checkbox"/> Flight routing</li> <li>✓ <input type="checkbox"/> Sponsor arrangements</li> <li>✓ <input type="checkbox"/> Orientation to community (Neighborhood and school)</li> <li>✓ <input type="checkbox"/> Orientation with School</li> <li>✓ <input type="checkbox"/> Meeting with Dependent Education Support Centre Staff</li> <li>✓ <input type="checkbox"/> Briefing on Foreign Service benefits</li> <li>✓ <input type="checkbox"/> Briefing on travel expenses, entitlements and claim requirements</li> </ul>	

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<p><b>Your first experience of Living within a military environment. Is it:</b></p> <p>✓ <input type="checkbox"/> Better than expected</p> <p>✓ <input type="checkbox"/> About what I expected</p> <p>✓ <input type="checkbox"/> Worse than expected</p>	
<p><b>Thinking about your expectations before coming overseas, would you say the following were better than expected, about what your expected or worse than expected?</b></p> <p>✓ <input type="checkbox"/> Living Condition</p> <p>✓ <input type="checkbox"/> Cost living</p> <p>✓ <input type="checkbox"/> You standard of living in Europe</p>	
<p><b>Do you understand your LOSA entitlement?</b></p>	
<p><b>Do you understand your Foreign Service benefits?</b></p>	
<p><b>How often do you use our web site?</b></p> <p><a href="http://www.forces.gc.ca/dgcb/educat">www.forces.gc.ca.dgcb/educat</a></p>	
<p><b>Are you familiar with the LOSA – Absence policy?</b></p> <p><b>Are you familiar with the compassionate travel allowance?</b></p>	
<p><b>How can we improve process associated with the move to Europe?</b></p>	
<p><b>How can we improve the assignment information process?</b></p>	

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<p><b>Do we need to provide more information or briefing on what to expect on your arrival in Europe.</b></p>	
<p><b>Are you familiar with the OSAP that:</b></p> <ul style="list-style-type: none"><li>✓ <input type="checkbox"/> <b>Provide administration timelines</b></li><li>✓ <input type="checkbox"/> <b>Provide communication channel</b></li><li>✓ <input type="checkbox"/> <b>Staff expectations</b></li><li>✓ <input type="checkbox"/> <b>Classroom expectation</b></li><li>✓ <input type="checkbox"/> <b>Evaluation process</b></li><li>✓ <input type="checkbox"/> <b>School calendar</b></li><li>✓ <input type="checkbox"/> <b>Curriculum and student expectations</b></li><li>✓ <input type="checkbox"/> <b>Moving to and Moving from Europe</b></li><li>✓ <input type="checkbox"/> <b>Teacher foreign service benefits under Military Foreign Service instruction</b></li><li>✓ <input type="checkbox"/> <b>LOSA Teachers Absence policy</b></li><li>✓ <input type="checkbox"/> <b>Safe school expectations</b></li></ul>	
<p><b>How did you find out about the teaching opportunity in Europe?</b></p>	